

# Treasury

City of Newton Performance Management  
June 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has gone up since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has gone down since last reporting period

All metrics measured quarterly in March, June, September, and December.

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Prompt and accurate payment processing</b>					
	↓	% of real estate property taxes received online through City's website and automatic payment systems	7	7	0
	↑	% of real estate property taxes received by tax service	36	35	1
	↓	% of real estate property taxes received by lockbox	35	30	5
	↑	% of real estate property taxes received by slow processing methods - personal banking online, payment window, mailed checks,	23	28	5
<b>2. Respond quickly to customer inquiries</b>					
	↑	online visitor inquiry volume	7769	7500	269
<b>3. Manage Receivables</b>					
	↓	% of commitment collected	97	95	2

## Notes